



## CITY OF LODI COUNCIL COMMUNICATION

**AGENDA TITLE:** Adopt Resolutions Approving Paratransit Service Policy and Implementing Proposed Changes to Existing Dial-A-Ride Services

**MEETING DATE:** February 6, 2008

**PREPARED BY:** Public Works Director

**RECOMMENDED ACTION:** Adopt two resolutions approving the Paratransit Service Policy and implementing proposed changes to existing Dial-A-Ride services.

**BACKGROUND INFORMATION:** The City of Lodi currently provides transit service as described in Table 1 (attached). In accordance with the Federal Transit Administration (FTA) requirements under the Americans with Disabilities Act (ADA), the City is required to offer Paratransit (Dial-A-Ride, DAR) services for those unable to access the fixed route system. While the current system serves those transit riders who are unable to ride the fixed route, the system does not require riders to be certified ADA eligible (who would be given priority over other Dial-A-Ride passengers). The FTA is requiring that the City have a certification process.

During the last FTA Review, the reviewers found that the City of Lodi needs to develop and implement an ADA Paratransit system capable of certifying ADA eligible patrons and tracking their ride requests (Attachment 1). The existing Dial-A-Ride service can be offered in addition to the ADA Paratransit service but is not required. Staff is concerned that by adding the ADA certification process along with the associated ride priority, the regular Dial-A-Ride service will be adversely impacted and wait times will increase. This impact can be mitigated by increasing the use of advance reservations. Thus, staff is recommending that the Dial-A-Ride service continue, but that the fare structure be amended to include a surcharge for same day service. The surcharge would be double the price of an advance reservation.

Staff conducted a public meeting at the LOEL Center on January 25<sup>th</sup> to present the revised recommendations, answer questions and receive comments. In addition, staff met with Terri Whitmire and Ann Areida-Hintz at Hutchins Street Square and Tracy Williams at LOEL Center to receive their input. The policy is shown in the attached resolution, and the procedures generally are:

- Upon request, passengers will receive a Paratransit Application and Physician's Verification form. Passengers will complete the application and have their physician sign the verification form.
- Passengers will submit the application and medical professional's verification form to the City of Lodi Public Works Department, Transportation Division. (Note, the original proposal requiring a physician's verification has been modified to allow other medical professionals.)
- Staff will review the application, confirm the medical professional's verification by telephone, and issue an eligibility letter and card to those who are certified.

**APPROVED:** \_\_\_\_\_  
Blair King, City Manager

If Council approves adoption of the new policies and procedures, staff anticipates an effective date of April 1, 2008. Staff is also recommending a 30-day grace period for the surcharge to allow riders who call for demand service to be informed of the surcharge but not have it imposed. The double-fare surcharge would then begin to be charged for demand response service beginning May 1, 2008.

**FISCAL IMPACT:** The addition of the Paratransit service is not expected to significantly affect ridership or costs. The proposed surcharge for demand response travel for Dial-A-Ride should increase efficiency, allowing the City to provide service to the same passengers with a reduction in revenue service hours billed by the contractor.

**FUNDING AVAILABLE:** None required at this time.

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Richard C. Prima, Jr.  
Public Works Director

Prepared by Tiffani M. Fink, Transportation Manager

RCP/TMF/pmf

Attachments

## Existing Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
<b>Fixed Route</b>	6:15 am-6:54 pm	7:45 am-3:09 pm	7:45 am-3:09 pm	\$1.00/ \$0.50
<b>Dial-A-Ride (Reservations)</b>	6:15 am-9:00 pm	7:45 am-6:00 pm	7:45 am-4:00 pm	\$5.00/ \$1.50 (\$6.00/\$2.50 outside of Lodi)
<b>Dial-A-Ride (Demand)</b>	8:00 am-9:00 pm	8:00 am-5:00 pm	8:00 am-3:00 pm	\$5.00/ \$1.50 (\$6.00/\$2.50 outside of Lodi)

\* Reservations available the day before, no reservations taken on Holidays.

## Proposed Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
<b>Fixed Route</b>	6:15 am-6:54 pm	7:45 am-3:09 pm	7:45 am-3:09 pm	\$1.00/ \$0.50
<b>VineLine (New ADA Service)</b>	<b><i>6:15 am-7:00 pm</i></b>	<b><i>7:45 am-3:15 pm</i></b>	<b><i>7:45 am-3:15 pm</i></b>	<b><i>\$1.50 (No General Public)</i></b>
<b>Dial-A-Ride (Reservations)</b>	6:15 am-9:00 pm	7:45am-6:00 pm	7:45 am-4:00 pm	\$5.00/ \$1.50 (\$6.00/ \$2.50 outside of Lodi)
<b>Dial-A-Ride (Demand Response)</b>	8:00 am-7:00 pm	8:00 am-3:00 pm	8:00 am-3:00 pm	<b><i>\$10.00/ \$3.00 (\$12.00/ \$6.00 outside of Lodi)</i></b>
<b>Dial-A-Ride (Demand Response)</b>	7:00 p.m.-9:00 p.m.	3:00 pm-5:00 pm	3:00 pm-4:00 pm	\$5.00/ \$1.50 (\$6.00/ \$2.50 outside of Lodi)

\* Reservations available the day before, VineLine passengers will be able to make next day service requests on Holidays.

Note: Changes shown in bold italics.

## **Federal Transit Administration Review Findings for ADA**

**Basic Requirement:** Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of complementary paratransit service.

**Findings:** During this Triennial Review of the City of Lodi, deficiencies were found with the FTA requirements for ADA.

The City of Lodi, through its third party contractor, MV Transportation, operates a Fixed Route service and Dial-A-Ride. The City's public information refers to Dial-A-Ride as an open to the general public, demand response transit system. The City does not have an eligibility process to ensure only persons who meet the regulatory criteria are regarded as ADA eligible. Further, the City has not developed an appeals process. A review of the City's public information does not contain information sufficient to describe its ADA complementary paratransit service and the requirements to determine eligibility.

**Corrective Action and Schedule:** Within 30 days, the City is to submit a letter to the FTA Region IX Civil Rights Officer (CRO) expressing its intent to comply with the Federal Department of Transportation's requirements to provide paratransit service.

Within 60 days, the City is to provide the CRO with a draft management plan on how it will come into compliance with the DOT requirements for paratransit service. At a minimum, the plan should address how the City will:

- Implement eligibility and appeals processes
- Communicate to the public its paratransit and eligibility requirements
- Develop internal management controls to ensure the provision of service, service area, response time, fares, days and hours of service, trip purpose and subscription service are in accordance with the ADA Complementary Paratransit service requirements
- Develop procedures to ensure the City has adequate capacity to meet demand
- Develop procedures to ensure the City has adequate oversight of the contracted paratransit services

Within 120 days, the City is to submit to the CRO evidence of its eligibility and appeals processes, public information and management procedures.

RESOLUTION NO. 2008-\_\_\_\_\_

A RESOLUTION OF THE LODI CITY  
COUNCIL APPROVING PARATRANSIT  
SERVICE POLICY

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WHEREAS, in accordance with the Americans with Disabilities Act (ADA), the City of Lodi is required to offer Complementary Paratransit services for those unable to access the fixed route system; and

WHEREAS, during the last Federal Transit Administration Triennial Review, the reviewers found that the City of Lodi needs to develop and implement an ADA Paratransit system capable of certifying ADA eligible patrons and tracking their ride requests; and

WHEREAS, staff recommends that the proposed ADA Complementary Paratransit service be implemented for the City of Lodi within the applicable service area with an anticipated effective date of April 1, 2008.

NOW, THEREFORE, BE IT RESOLVED that the Lodi City Council does hereby approve the Paratransit Service Policy, as shown on Exhibit A attached hereto.

Dated: February 6, 2008

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I hereby certify that Resolution No. 2008-\_\_\_\_\_ was passed and adopted by the City Council of the City of Lodi in a regular meeting held February 6, 2008, by the following vote:

AYES: COUNCIL MEMBERS –

NOES: COUNCIL MEMBERS –

ABSENT: COUNCIL MEMBERS –

ABSTAIN: COUNCIL MEMBERS –

RANDI JOHL  
City Clerk

**COMPLEMENTARY PARATRANSIT POLICY**  
**February 6, 2008**

**INTRODUCTION**

This policy regarding Complementary Paratransit services by the City of Lodi (under agreement with our operator) applies to service which, in accordance with the Americans with Disabilities Act of 1990, is required by all operators of Fixed Route service, which includes the City of Lodi.

**POLICY**

- I. The City of Lodi shall offer Complementary Paratransit services during all hours in which the City of Lodi Fixed Route service is in operation.
- II. Complementary Paratransit services shall be offered in accordance with all Americans with Disabilities Act and Federal Transit Administration requirements in regards to access, fares and service level.
- III. Fares for service will be as set from time-to-time by the City Council by resolution.
- IV. The City's Public Works Department Transportation Division shall oversee the submittal of applications, their review and any and all approvals. All monitoring data in accordance with Federal Transit Administration requirements shall be provided by the operations contractor and monitored by Transportation Division staff. Appeals of Public Works Department's decisions shall be to the City Manager.
- V. Any visitors presenting an ADA eligibility card issued by another transit system shall be eligible to utilize the City system for up to 30 days.
- VI. Reservation Only – Reservations must be received by close of business the day prior to the requested service day.

RESOLUTION NO. 2008-\_\_\_\_\_

A RESOLUTION OF THE LODI CITY  
COUNCIL APPROVING IMPLEMENTATION  
OF CHANGES TO EXISTING DIAL-A-RIDE  
SERVICES

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WHEREAS, the City of Lodi currently provides Dial-A-Ride services to the residents of the City of Lodi and has approved implementation of ADA Complementary Paratransit service; and

WHEREAS, to increase efficiency with the Dial-A-Ride service, encouragement of the reservations-based system is warranted; and

WHEREAS, staff understands the desire for same day service requests, staff therefore recommends a surcharge for same day requests at a rate of double the posted fare.

NOW, THEREFORE BE IT RESOLVED that the Lodi City Council hereby approves the changes to the existing Dial-A-Ride services which shall be implemented on April 1, 2008, with the imposition of the double-fare surcharge for demand response service on May 1, 2008, following a 30-day grace period.

Dated: February 6, 2008

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AYES: COUNCIL MEMBERS –

NOES: COUNCIL MEMBERS –

ABSENT: COUNCIL MEMBERS –

ABSTAIN: COUNCIL MEMBERS –

RANDI JOHL  
City Clerk

2008-\_\_\_\_\_